

Digium Telecom Products & Services [T545]  
Buyer's Guide

**Purpose**

This guide provides summarized information for the buyer of active, enterprise contract products and services. By clicking on quick links — [underlined, blue-colored words or sentences](#) — one is redirected to various documents; such as, the awarded contract, the Invitation to Bid (ITB), guides and brochures that will assist in building a purchase order for the products and services on the specific contract, and in some guides allow direct access to the e-mail addresses or Web sites of vendor contacts.

Award Date	Duration	Estimated Re-bid Year
06/25/2015	5 years	2020

**Description**

This contract establishes the ability to purchase Digium, Inc. Equipment/Hardware, Software, Maintenance, and Training offered in the Digium, Inc. product and services catalog to include Digium's Asterisk, Switchvox, and all other Digium offerings. Also, contracts were established to purchase technical services offered in the Vendor's Technical Services Catalog. The established contracts are to be used by the State for the deployment and development of a state-owned and operated enterprise voice network, including telephony. Up to eight (8) qualified Vendors were allowed to be awarded Digium product and service catalog contracts from this bid. Up to eight (8) qualified Vendors were allowed to be awarded Technical Services catalog contracts from this bid. State intends to purchase goods and services from the lowest cost, responsible provider(s), but reserves the right to purchase any item from one or more awarded Vendors. Awarded Vendor(s) agree to accept payment(s) from leasing contractor, as determined by State.

When awarded, the State was in the process of upgrading its financial management systems. During the term covered by the resulting contracts the State may require non-state agency purchasers to interact with the State's financial system to place orders through the system, may require manufacturers to upload catalogs to the State's purchasing system, and may require Vendors to use the State's purchasing system to process orders. Details of how the processes will work were unknown at time of award.

Four (4) separate vendors were awarded contracts to provide access to the products and services for the Digium® catalog and the Vendor's Technical Services Catalog. Each vendor offers applicable discounts as outlined in the contract and the Product Guide (see link below).

Please contact the preferred vendor directly to determine the most appropriate application of the products or services offered.

Vendors supply one or more of the following.

Product Categories:

1. Switchvox Products & Support
2. Asterisk Support and Retail Training Products
3. Phone Sets (e.g., D40, D50, and D70)
4. Parts & Miscellaneous (e.g., cables, codec licenses)

Technical Services:

1. *Digium Implementation Senior Voice Engineer/Architect* – Project leader, plans, designs, enables, implements, and maintains a Digium's Asterisk implementation statewide system including installation, configuration, and troubleshooting.

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2. *Digium Implementation Voice Engineer* – Plans, designs, enables, implements, and maintains a Digium's Asterisk implementation statewide system including installation, configuration, and troubleshooting.
3. *Digium Implementation and Equipment Service Technician* – Provides technical support to complex Digium Asterisk environments, responsible for installing, troubleshooting and resolving VoIP issues, network hardware, and software issues as well as local workstation issues.
4. *Digium Implementation and Equipment Installer* – Deliver, distribute, set-up, replace telephony equipment.
5. *Digium Implementation Programmer* – Design and develop user interface, call center, VoIP calling features, media streaming, and/or other telephony features.
6. *dCAP Certified Asterisk Professional* – Voice Engineer certified as an Asterisk Professional by Digium.
7. *dCAA Certified Asterisk Professional* – Asterisk System Administrator certified as an Asterisk Professional by Digium.

#### **Contract Notice of Award**

[Link to Contract](#)

#### **Original ITB**

[Link to ITB](#)

#### **Product Guide & How to Order**

Use the [Product Guide](#) to obtain the summarized contract information such as; company names, catalog links, discount rates, product descriptions, and contact information. If applicable and if available, link to the vendor's website to review the product line and determine all specifications for the product or service that you wish to purchase. If the website offers capabilities such as; product comparisons and fill-a-cart or creation of a basket for purchasing, then take advantage of those features. Finally, complete a purchase order for one item and [print the completed purchase order](#) to use as a worksheet. You cannot purchase the product from the vendor's site, but the worksheet will assist with your State purchasing request.

#### **Employee Discount**

Not applicable for this contract.

#### **Vendor Brochure**

Links or complete brochures will be provided when available from the vendor.